

## OBSERVATION REPORT #91

### Flow through documentation is inaccurate or not publicly or readily available to CLECs.

#### Issue 91.1

Flow through documentation regarding the eligibility of line upgrades is not publicly or readily available to CLECs.

KPMG has been unable to locate documentation in “Bell Atlantic North Flow Through Ordering Scenarios,” “List of In-scope Resale USOCs,” or “List of In-scope Platform USOCs” that defines whether order scenarios involving line upgrades (i.e., changing a POTS line to an ISDN line) are flow through or non-flow through for Bell Atlantic – North.

#### Issue 91.2

Flow through documentation regarding the eligibility of directory listing changes is not publicly or readily available to CLECs.

KPMG has been unable to locate documentation in “Bell Atlantic North Flow Through Ordering Scenarios,” “List of In-scope Resale USOCs,” or “List of In-scope Platform USOCs” that defines whether order scenarios involving directory listing changes (including changes to directory listings during migration) are flow through or non-flow through for Bell Atlantic – North.

#### Issue 91.3

KPMG observed that the flow through documentation regarding supplementary orders is inaccurate.

According to Bell Atlantic documentation, Type 3 supplemental orders submitted after the LSC is received on a previous version of the order **should not** flow through the Bell Atlantic North Service Order Processing system (SOP) at level 5. However, KPMG has observed that particular Type 3 supplemental orders submitted after the LSC is received on a previous version of the order **do** flow through the Bell Atlantic North Service Order Processing system (SOP) at level 5.

Supplement Type	Description
Type 1	Supplement to cancel
Type 2	Supplement to change due date
Type 3	Other

As stated by Bell Atlantic Documentation – Bell Atlantic Wholesale Flow Through Workshop – May 2000, “*All supplemental 2 and 3 orders are Level 2 Flow Through if the LSR was previously confirmed on an earlier version.*”<sup>1</sup>”

Specifically, the following orders flowed through receiving LSCs within 2 hours of service request submission. Bell Atlantic has produced reports confirming that these orders flow through at level 5.

013041PM0X000004 Ver BA (sent May 19, 2000)  
070061PM0X000006 Ver BB (sent June 2, 2000)

### **Assessment**

Readily available public documentation that defines whether orders are flow-through or non flow-through is necessary for CLECs to increase the flow-through rate for UNE-P and Resale orders.

Inaccurate flow through documentation can impede a CLEC’s ability to anticipate the confirmation and/or completion of service orders.

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<sup>1</sup> [http://www.bellatlantic.com/wholesale/html/ie\\_flo\\_wksp.htm](http://www.bellatlantic.com/wholesale/html/ie_flo_wksp.htm)